

**Easterling, Deborah**

230459

**From:** Easterling, Deborah  
**Sent:** Wednesday, June 15, 2011 9:58 AM  
**To:** 'Marty Unger'  
**Subject:** RE: CWS Increase

Dear Mr. And Mrs. Unger,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,  
Deborah Easterling  
Administrative Assistant

**From:** Marty Unger [<mailto:martyu56@yahoo.com>]  
**Sent:** Wednesday, June 15, 2011 9:44 AM  
**To:** Contact  
**Subject:** CWS Increase

RECEIVED  
PSC SC  
MAIL / DMS

Attn: Jocelyn Boyd, Clerk, South Carolina Public Service Commission

I would like to complain about the CWS intent to increase the water charges. I live in Forty Love Point, at 111 Match Point Drive, Chapin, SC 29036. Our house was built in in 2008. I have complained to Utilities Inc but the problem keeps occurring. Bob Gilroy of CWS has been prompt in responding to complaints, however, the solution is only temporary and lasts only a few months. The issue starts with odorous water and progresses to dark stained and particle ridden water. The solutions are to flush the mains at each house, change filters and add chemicals. According to DHEC, although the water was brown and had visible sediment in it, and contained a foul odor, the water was still drinkable.. Another huge issue is water pressure. Our irrigation system uses drinking water. Sometimes the pressure is so low that the sprinkler heads will not activate. I water between 4 AM and 6:30AM. When we decided to build here, we planned to add a well for irrigation but were advised that we were not permitted to do this. It seems to me that if a utility cannot provide adequate service to a homeowner, they should not be permitted to raise prices without improving service. They also should not be permitted to control water rights on private property.

I believe that your agency should step forward with every utility that asks for increases and demand that they not only provide information that justifies an increase but why issues and improved services are not part of the package. In many instances a property owner can rectify problems by investing more money into their utilities. But that defeats the whole purpose of having a public utility. Why should a homeowner/business have to invest in additional filters, pumps, tanks, etc to alleviate issues that originate with the utility company. If every utility performed like CWS, homeowners would have to have whole house generators, additional gas tanks, etc. A service oriented company should exceed a customers expectations, not fail to meet them.

I am opposed to any increase that doesn't improve or at least maintain an acceptable level service..

Sincerely,

Martin and Karen Unger

111 Match Point Dr

Chapin, SC 29036

(803) 708-0658